## WIRELESS E911 (WE911) PSAP FUNDING Request/Report Worksheet (FY03)

Norfolk, PSAP 2020

Call Load:

Point of Contact: Howard Douthit, Dep. Coord.

(757) 441-5600

Call Load.	2002		2003	
	Estimated		Estimated	
Description				
Total incoming telephone calls handled by PSAP	600,000		578,000	
Total incoming 911 calls handled by PSAP	240,000		254,000	
Percent of incoming 911 calls to total incoming calls			43.9%	
Total incoming WE911 calls handled by PSAP	96,000		117,000	
Percent of WE911 calls to total incoming 911 calls	40%		46%	
Percent of WE911 calls to total incoming calls	16.0%		20.2%	
Customer Premise Equipment (CPE) Costs:			\$0.00	
Local Exchange Carrier Costs:				
Verizon				
6 trunks monthly charge @ \$84/trunk/month for 12 m	nonths	\$6,048		
Total Bell Atlantic costs			\$6,048	
Total LEC costs:			\$5,048	

## Personnel Costs:

(formula: #911 calls / total # of calls X personnel costs of call takers and dispatchers = amount of funding)

\$5,048

Total # wireless 911 calls	117,000
Total # of calls	578,000

Salaries	\$2,490,353,54
FICA	\$190,512.05
Hospitalization	\$150,480.00
VRS	\$19,922.83
Overtime	\$126,038.10
	7.20,000.10
Training	\$10,500.00

Total Personnel Costs	\$2,987,806,51

Personnel costs prorated per formula: \$604,798.20

## SUMMARY:

\$0
\$6,048
\$604,798
\$610,846